

# State of Arkansas



## *Education and Outreach Plan for the Nationwide Public Safety Broadband Network*

**June 24, 2014**

## RECORD OF CHANGE

Change No.	Description	Change Date	Approved By
Initial Release	Submitted for Review to DIS	4/9/2014	
1	Added Communications Process Tasks	5/29/14	

This Arkansas Public Safety Broadband Network Education and Outreach Plan is subject to information updates and changes. This Record of Change document will record and manage modifications throughout the life of the document. All attempts have been made to ensure the accuracy of the information within the Plan as of the initial distribution date. Any subsequent adjustments should be recorded and coordinated with user agencies within the State as appropriate.

## EXECUTIVE OVERVIEW

In February 2012, Congress enacted the Middle Class Tax Relief and Job Creation Act of 2012 (Act) to create a Nationwide Public Safety Broadband Network (NPSBN) that will help police, firefighters, emergency medical service professionals, and other public safety officials stay safe and do their jobs. The law's governing framework for the deployment and operation of this network, which is to be based on a single, national network architecture, is called the First Responder Network Authority (FirstNet), an independent authority within NTIA. FirstNet will hold the spectrum license for the network and is charged with taking "all actions necessary" to build, deploy, and operate the NPSBN in consultation with Federal, State, tribal and local public safety entities, and other key stakeholders.

The Act provides funding towards deployment of this network, as well as establishing the State and Local Implementation Grant Program (SLIGP or Grant) funding to support State efforts to plan and work with FirstNet. The Grant is intended to ensure that the network meets the State's wireless public safety communications needs. As part of the legislation, FirstNet must consult with state and local jurisdictions regarding the NPSBN, including construction, tower placement, coverage areas, resiliency requirements, assignment of priority to local users, assignment of priority to other users, and training needs of local users.

The Arkansas Public Safety Broadband Network (APSBN) is that portion of the NPSBN that will provide service in Arkansas. This Education and Outreach Plan (EOP) has been created to support Arkansas's participation in the NPSBN and satisfy the consultation requirements of the Act and Grant. The EOP has been developed to provide education and outreach (E&O) strategies and resources to advance both the NPSBN and APSBN, and support communications and information sharing initiatives that impact Arkansas.

Since Arkansas consists of many different jurisdictions with varying requirements and needs, no single approach would be appropriate for all jurisdictions. Therefore, to best fit the circumstances and situational needs of stakeholders involved in promoting and improving broadband data communications and information sharing, each stakeholder participant should review the information contained in this document and provide input to support effective E&O.

This EOP contains the following six sections:

- **Introduction:** Background information regarding the creation of the Plan, its purpose and challenges to E&O activities.

- **Goals:** Goals supported by the Plan that will strengthen APSBN implementation efforts across the State.
- **Outreach Activities & Tactics:** E&O communication methods and activities that stakeholders can employ.
- **Fundamental Messages:** Significant messages about the benefits of implementing the APSBN to improve public safety services, interoperable communications and information sharing which are relevant to any subject that may be referenced during E&O activities.
- **Stakeholder Roles:** Responsibilities of outreach target audiences at all levels of government.
- **Targeted Interoperability Topics:** Specific outreach topics determined to be of high priority in 2014 by numerous State and local agencies including the Arkansas Interoperability Communications Executive Committee, Rural Leadership Council, Urban Area Focus Group, State Agency Focus Group, and Arkansas Public Safety Broadband Working Group.

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## 1. Introduction

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**Background –** The public safety communication programs that Arkansas has already established have resulted in significant capabilities that support emergency first responders throughout the State. The integration of broadband for public safety will complement the existing voice communications, and with strategic planning efforts the State can leverage existing infrastructure to advance availability of broadband. This will move Arkansas forward into the next generation of wireless technology to support critical emergency response functions.

The State has already begun the planning process by development of mission and vision for the Arkansas Public Safety Broadband Network (APSBN). The mission of the APSBN is to work collaboratively across disciplines, levels of government, and regions (including bordering states) to achieve Arkansas's public safety broadband vision. The vision is to lead the Nation in providing the ability for stakeholders to seamlessly exchange information on demand, in real time, and when needed in order to protect lives and property. As stated in the initial APSBN Strategic Plan, the goal is to "Ensure the Public Safety Broadband Network meets the needs of the public safety community in Arkansas."<sup>1</sup>

As part of efforts to comply with the requirements of Act and the associated SLIGP, the Arkansas Interoperable Communications Executive Committee (AICEC) has already begun planning for Arkansas's participation in the NPSBN. Section 3.1 of the APSBN Project Management Plan<sup>2</sup> indicates that the State will conduct a series of briefings and workshops in coordination with regularly scheduled meetings of the various stakeholder groups. The Statewide Interoperability Coordinator (SWIC) will work with the Arkansas Department of Emergency Management (ADEM) and various stakeholder groups to conduct periodic briefings and regional workshops as part of the E&O process and provide reports and supporting documentation.

The AICEC has established multiple groups to support E&O activities in the State. One is the Rural Leadership Council (RLC) which consists of stakeholders from across the State representing various public safety operational disciplines from relatively rural counties. E&O activities for State agencies and urban area stakeholders will be supported using a focus group process. Finally, to help analyze the technical aspects of the APSBN, the AICEC has established the Arkansas Public Safety Broadband Network Working Group (APSBN WG).

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<sup>1</sup> Arkansas Public Safety Broadband Planning Document, October 2012.

<sup>2</sup> Arkansas Public Safety Broadband Network SLIGP Project Management Plan, January 7, 2014.

**Purpose** – The purpose of this Education and Outreach Plan is to:

- Provide information and resources to emergency response policy makers and practitioners about the NPSBN and more focused APSBN initiatives and directives that impact the State.
- Describe the roles, responsibilities, and opportunities for involvement of AICEC, RLC, APSBNWG, regional partners and all Federal, State, and local agencies/organizations in APSBN E&O.
- Encourage participation and give direction to stakeholders for supporting E&O activities regarding APBSN initiatives.

**Challenges** – In a vast State with many remote areas and critical public safety needs to address, it is difficult for all stakeholders from the public safety community to feel that their voices are heard in regard to public safety broadband, interoperable communications, and information sharing initiatives. All stakeholders should be encouraged to support the distribution of information to all areas of the State, communicate the barriers facing communities in advancing the APSBN, and actively recommend viable solutions for implementation.

It is the aim of this EOP that stakeholders in all areas of public safety will combine efforts, leverage their expertise, share success stories, and work in partnership to move the State forward; improving communications interoperability and information sharing through implementation of the APSBN and integration with the NPSBN.

**Plan Updates** - As stakeholders continue their E&O efforts in support of defined goals, we hope they will provide feedback regarding the effectiveness of the fundamental messages, topical information and supporting materials presented in this Plan. Stakeholders are encouraged to provide feedback, concerns, and success stories to the APSBN Outreach Coordinator.

Annual reviews of this Plan will be conducted by the ADEM and DIS Offices to determine if efforts are consistent with the APSBN Strategic Plan, SCIP initiatives and identified priorities. Updates will be made as determined necessary during the annual review process and revisions will be recommended to the AICEC. Revised versions of this document will be effective once approved by AICEC.

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## 2. Goals and Objectives

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The State of Arkansas needs an EOP for the development and deployment of a statewide public safety broadband network to meet the SLIGP requirements. Arkansas's ability to succeed is largely contingent upon strategy and planning. FirstNet has established goals that in most cases are consistent or overlap with the APSBN strategic goals. Throughout the SLIGP period of performance, NTIA will require the State to show that it is on track to accomplish these activities by the end of the SLIGP period.

- Establish a governance structure, or expand existing structure, to consult with FirstNet;
- Develop procedures to ensure local representation and participation in the consultation process;
- Create a process for education and outreach, among local officials, public safety users, and other stakeholders about the NPSBN;
- Identify potential public safety users of the APSBN;
- Prepare or modify a comprehensive plan as part of the existing Statewide Communications Interoperability Plan (SCIP) describing the public safety needs that FirstNet is expected to address; and
- Consult with FirstNet regarding coverage needs, user requirements, network hardening and resiliency requirements, and data collections activities as defined by FirstNet.

The APSBN EOP will be focused on the needs of Arkansas and its public safety first responders. EOP development will be a coordinated effort, and it should both seek and incorporate input from all stakeholder partners.

### 2.1 Goals

This EOP supports the following goals that are key to the success of E&O efforts across the State:

- Educate and encourage collaboration among first responder policy makers and practitioners - It is critical to inform, educate, and consult with policy makers and practitioners in support of Arkansas's public safety broadband network initiatives. This includes applicable Federal and State initiatives, mandates, requirements, guidelines, and efforts related to the NPSBN. It is also critical to foster collaboration among disparate Federal, State, and local partners.
- Build and sustain statewide interest and involvement in the AICEC, RLC, and APSBNWG - Increasing awareness of and promoting participation in activities of the AICEC, the RLC, various focus groups, and the APSBNWG will result in the



more effective advancement of Arkansas's public safety broadband strategic initiatives. This will also promote collaboration among stakeholders.

- Combine efforts and leverage knowledge and expertise - Opportunities for involvement in and contributions to APPSBN efforts must be actively advocated and supported at all levels for the purpose of combining efforts and leveraging knowledge and expertise of multiple stakeholders for the good of the State as a whole. Sharing lessons learned and strengthening partnerships among agencies should be encouraged.
- Engage stakeholders as messengers - Stakeholders of all types statewide can be messengers regarding the importance of the NPSBN and more specifically the APPSBN with their constituencies. They can then share the feedback solicited from stakeholders with policymakers.
- Inform leadership - Leadership at all levels of government (Federal, State, regional, and local) must be aware of why implementing the APPSBN into the NPSBN is essential to improving communications and information sharing, what issues and gaps exist across the State, and how to move forward to address those issues and close such gaps.

## 2.2 Objectives

- Educate State, local, and county decision-makers about public safety broadband technology including explaining the need for broadband, finances, and the importance of on-going maintenance.
- Stay abreast of developments in the deployment of the NPSBN and on-going FirstNet efforts to better align the Arkansas Plan to national level planning.
- Coordinate with bordering states and other states in the region by participation in the National Council of Statewide Interoperability Coordinator.
- Resurvey and interview public safety responders from various counties, large and small cities, and towns to determine public safety broadband requirements
  - This survey includes: potential users, expectations for the system/what they want it to do, what resources are currently in use, and who are the potential secondary users.
- The State will engage regional planning commissions and committees to collect data and coordinate broadband efforts.
- The State will foster a cooperative relationship with broadband vendors.

- The State will partner with appropriate Geographic Information Services (GIS) organizations to support requirements and coverage assessments.
- The State will engage in consultation with FirstNet to inform/advance the NPSBN in Arkansas.

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### 3. Education and Outreach Activities

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Effective communications with all stakeholders will be critical to meeting the goals and objectives as established by the AICEC and the SLIGP. The information presented must be timely, accurate, and consistent. State and local first responders must be constantly updated on issues, potential benefits, and progress of the network. And finally, communications with Federal and national entities will need to be managed as well.

This EOP is designed to satisfy the E&O requirements as defined in the SLIGP with specific focus on ensuring State and local representation and participation in the consultation process. Various individuals from State agencies and local units of government have been appointed to committees, workgroups, and focus groups as established by the AICEC to accomplish the objectives.

In parallel to the activities at the State and local government levels, outreach to potential Federal government and other public service emergency responders will be coordinated by the SWIC to ensure the effective development of the broadband requirements for Arkansas. All communications with FirstNet, the State Chief Executive and Legislative members are as directed by the AICEC and the designated State Point of Contact (SPOC) at ADEM as specified in the SLIGP Project Management Plan.

#### **Meetings and Workshops**

Regional or statewide meetings, conferences, workshops, town hall presentations, exercises, and other collaborative events allow organizers to share information about the benefit of E&O, and the methods that can be used to accomplish E&O. These occurrences must be promoted to appropriate stakeholders in order to encourage attendance and participation. Likewise, attendance from a diverse group is needed to ensure that stakeholders of all disciplines and from various organizations are receiving critical information to support their efforts.

Traveling to communities and meeting with stakeholders is one of the best ways to understand the needs and challenges facing Arkansas's diverse jurisdictions in their efforts to integrate with the APSBN and allow direct opportunities for stakeholders to ask questions they may have.

#### **Making Personal Contact**

One-on-one and follow-up meetings with interested parties who may benefit from the APSBN are also useful tactics for communicating information among stakeholders. Emphasis should be placed on educating key individuals with regional influence to empower them to share with their constituents regarding the benefit of the APSBN and the methods that can be deployed to realize benefits of integrating with the NPBSN.

Individuals may also be contacted through telephone calls to handle preliminary discussions prior to travel to remote areas.

### **APBSN Usage Survey**

The US Department of Homeland Security (DHS), through the Office of Emergency Communications (OEC) has provided Arkansas's first responder agencies with a broadband user survey tool. This survey tool was specifically designed to collect information about public safety agency broadband use and their current wireless data capabilities, as well as providing these agencies an opportunity to give feedback on their expectations and assumptions on implementation of the NPSBN. This information will be a valuable resource for State officials tasked with the development of a statewide public safety broadband communications plan that best serves the specific needs and requirements of the State.

In 2012 the State collected the initial data by surveying and interviewing public safety responders from every county and a sampling of large and small cities and towns to determine public safety broadband needs.<sup>3</sup> As part of this EOP, the State will conduct an additional survey from public safety responders to substantiate previous results and collect additional requirements. This survey will include potential users, expectations for the system/what they want it to do, what resources are currently in use, and who are the potential secondary users.

### **Utilizing Electronic Resources**

Electronic tools should be utilized to reach large and distant audiences whenever possible. Electronic contact methods such as email and email distribution lists should be readily employed, and Internet resources—websites, blogs and electronic bulletin boards—should be employed as instruments for disseminating information.

The APBSN Website (currently under development) will serve as a source for reaching interested parties and distributing data to a host of recipients through electronic means. Important information regarding APBSN matters will be posted to the site and continue to be updated regularly.

### **Utilizing Print and Visual Resources**

Education and outreach materials should be produced as appropriate. Examples of physical outreach resources for general NPSBN and FirstNet information along with Arkansas centric materials include (but are not limited to):

- Brochures
- Direct mail training materials
- DVDs
- Fact Sheets

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<sup>3</sup> State of Arkansas Public Safety Planning Document, October, 2012.

- Guides
- Handouts
- Information Packets
- Newsletters
- Promotional Items (i.e. Stickers, Magnets)

The success of the APSBN will be driven by support from State and local emergency first responders. This support must be gained by showing Arkansas's responders that the benefits of the network are greater than the costs. Providing a "what's in it for me" message that is consistent, timely, and accurate will be a central focus of the E&O component.

Development of the APSBN message that satisfies the E&O requirements of the SLIGP will begin with work that has already been started at various national public safety practitioner or governmental forums. The National Public Safety Telecommunications Council (NPSTC) has published a general requirements document that will be used to jumpstart the discussion. The National Governors Association (NGA) is also active in educating state executives on the issues.

A portfolio of data elements has been developed that will be used and updated regularly to extract relevant information to formulate a timely and consistent messages to engage the APSBNWG and RLC members throughout the project lifecycle. By keeping the data in a single repository and updating the information as FirstNet or other sources provide updated information, we can help generate a consistent, timely, and accurate message targeted to the appropriate audience.

Initial discussions will focus on those elements listed by FirstNet as fundamental to the requirements definition such as defining 1) economical, 2) reliable, 3) resilient [hardening], 4) secure, 5) sustainable, 6) performance [coverage, capacity, speed], and 7) priorities. During the discussion, the requirements as defined by Arkansas's first responders will be collected and tabulated to provide the appropriate requirements statement that will be provided to FirstNet.

Another component of the E&O process will involve engaging potential secondary users of the APSBN, such as utility and transportation entities. FirstNet has acknowledged the operational and economic benefits of expanding participation beyond the traditional definition of public safety. Involving potential partners early in the planning process ensures that any other requirements fundamental to their operations will also be included in the database.

### **3.1. Initial Education & Outreach Planning**

In order to initiate the development of this EOP and initial briefings with the APSBN stakeholders, the SWIC, in conjunction with the U.S. Department of Homeland Security (DHS) Office of Emergency Communications (OEC), held a broadband consultation workshop in early February 2014. Attendees collaborated to identify key local stakeholders and priorities for E&O opportunities. Key E&O areas identified and discussed during the workshop included:

- Develop Portfolio of Education and Outreach Material
- Develop initial list of questions and discussion items for FirstNet Consultation
- Baseline System Assessment Review
- Develop AR Centric Briefing Material
- Develop Short Information Handout
- Brief State Agency Focus Group
- Event / Scenario Development
- Periodic Status Report
- Website Development
- Develop RLC and Focus Group E&O Worksheet Packages
- Survey Updates
- Research Legal and Regulatory Constraints
- Town Hall meetings
- Stakeholder Identify – primary and secondary user definitions
- Complete Education and Outreach Plan

### **3.2. Interface with Local Stakeholders**

Recent discussions have listed numerous ways with which the State can provide outreach to local stakeholders. This includes direct briefings in meetings or town hall type settings to engage the County Judges Association, as well as the Sheriffs and Municipal Police Departments and Associations, and full-time and volunteer Fire Departments. This would involve briefing such groups on the status of the NPSBN as well as goals to build-out the eventual network in the State. As these groups have extensive stakeholders within the local communities throughout Arkansas, engaging these groups will be a positive first step; these associations could provide feedback in how best to engage and brief community constituents on the public safety broadband build-out. Input received from this consultation phase could then be populated on a specially designed webpage along with links to broadband questions and proposals.

Initial efforts for the State of Arkansas will involve the formulation of a Rural Leadership Council (RLC) that will focus on those stakeholders outside of major metro areas. Subsequent efforts will involve convening meetings with urban area participants and state agencies in a focus group type setting. Meetings and discussions will occur in

concurrence with established sessions or special meetings in alignment with Arkansas Emergency Management Districts and processes.

### ADEM Emergency Management Areas by Region

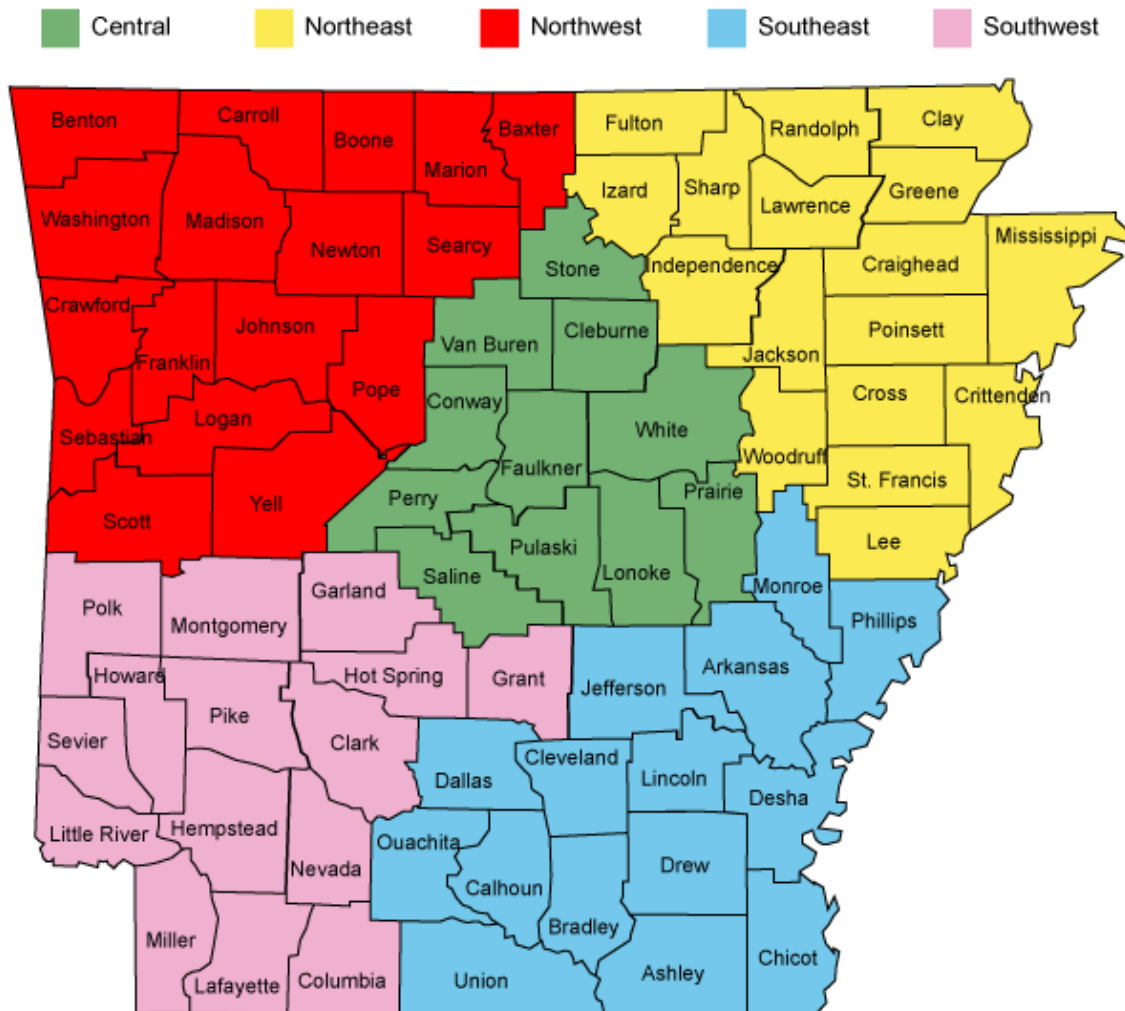


Figure 1 – Education and Outreach Regional Alignment

### 3.3. Interface with Federal/National-level Entities

There are other Federal and national entities that will be involved in the design and build-out of the NPSBN. Specific examples include the Federal Communications Commission, Department of Homeland Security, and the National Governors Association. We anticipate that the volume of information will significantly scale to reach a point where the SWIC will take a lead role in interfacing with entities not directly related to FirstNet or the SLIGP monitoring process.

Arkansas will leverage its governance structure under the AICEC (Figure 2) to educate policy makers and practitioners on the Plan. The AICEC, which represents a broad spectrum of practitioners, will be the primary body monitoring the progress of the Plan and the strategic initiatives, with Department of Information System (DIS) and ADEM providing resources and support. The Governor has designated ADEM as the SPOC for Arkansas.

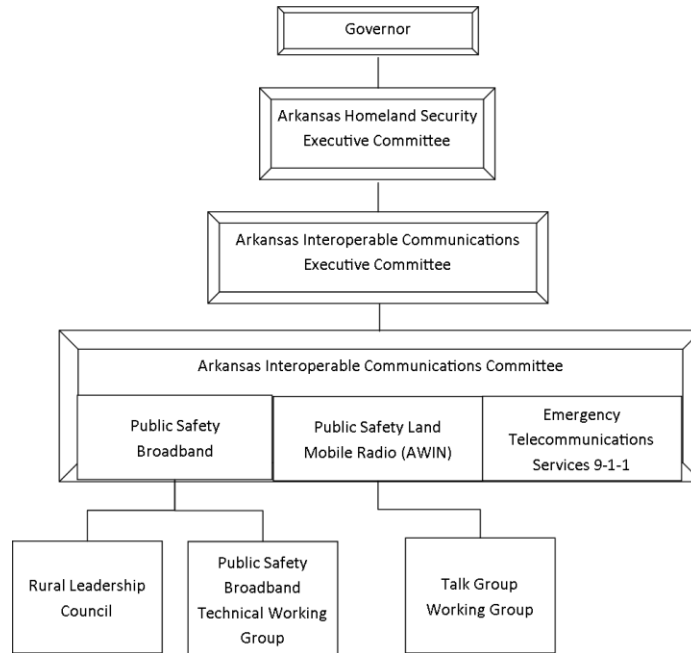


Figure 2 – Governance Structure for APSBN

### 3.4. Milestones and Schedule

Education and Outreach Milestones	Target Date
Develop initial portfolio of Information	Feb 2014
Conduct Town Hall Meetings within each region	Ongoing per Schedule
Conduct E&O Sessions to AICC, AICEC, APSBN working group, and RLC	Quarterly
Conduct E&O Briefings to Legislature and State Executive Officers	TBD

Schedules for briefings sessions will be maintain by the DIS PM and published as part of the PM's monthly project status report.



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## 4. Communications Processes

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The following are key messages regarding public safety broadband E&O.

- Through the effective use of the APSBN, emergency response professionals will be able to improve the efficiency and quality of their incident response, management, and operations.
- Improving communications, interoperability, and information sharing through integration with the NPSBN should be a significant priority for stakeholders at all levels of government (Federal, State, regional, and local).
- Statewide efforts to integrate with the NPSBN to improve communications, interoperability, and information sharing are on-going and defined through initiatives included in Arkansas's SCIP - which is updated annually.
- There are many opportunities for involvement in the implementation of key APSBN strategic initiatives.
- Stakeholder input and participation in the AICEC, RLC, various focus groups, and APSBNWG is critical to advancing public safety broadband communications, interoperability, and information sharing.
- Best practices for integrating with the NPSBN should be propagated throughout Arkansas by means of widespread E&O of stakeholders.
- Integrating with the NPSBN requires planning, education, and collaboration.
- The National Emergency Communications Plan supports the development and use of a NPSBN.
- The Middle Class Tax Relief and Job Creation Act of 2012 ) establishes the First Responder Network Authority as an independent authority within the National Telecommunications and Information Administration and authorizes FirstNet to take all actions necessary to ensure the design, construction, and operation of a NPSBN.

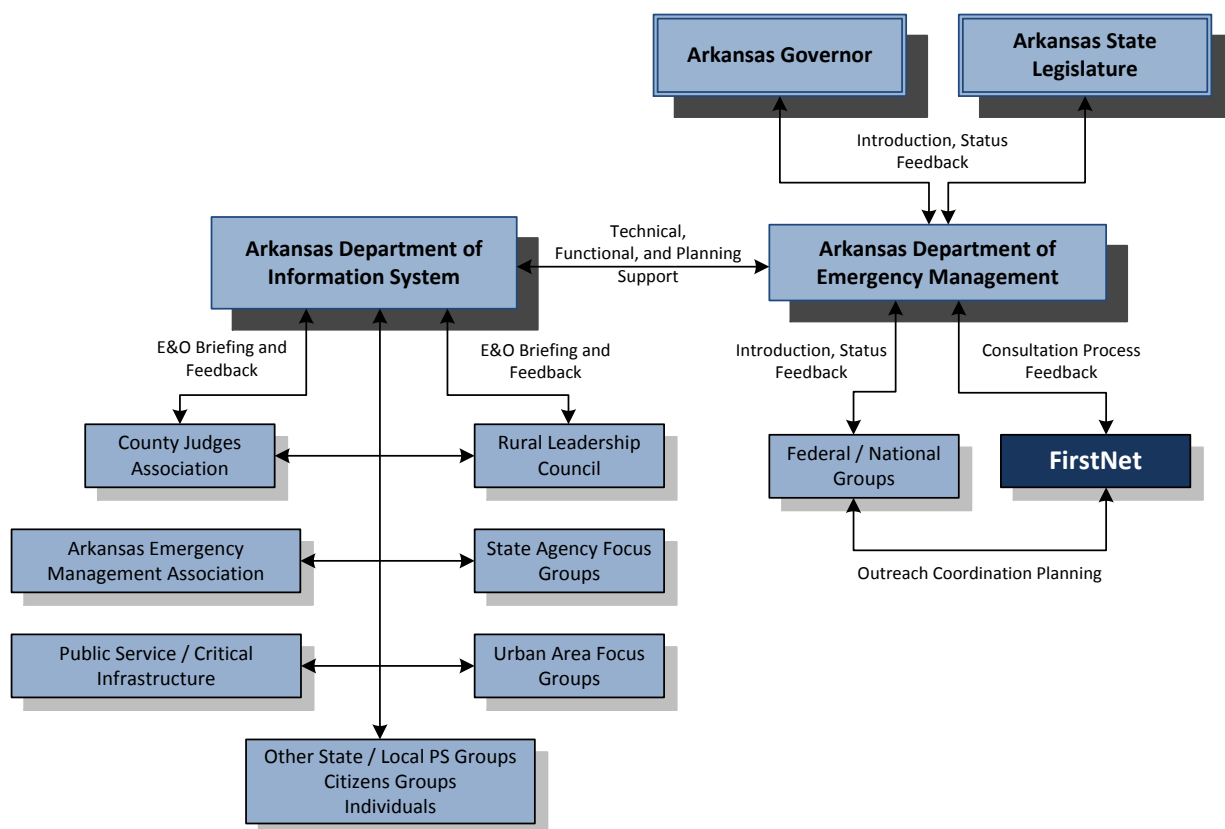
### 4.1. Requirements Capture Process

Discussions with local and state public safety practitioners will involve the development of specific requirements that focus on Arkansas's needs. These will be captured and recorded in an APSBN Requirements Table for use in developing responses to FirstNet's request for Arkansas specific issues and requirements. The Requirement Table will be maintained by the DIS Project Team.

## 4.2. Internal Project Team Communications

The Internal Project Team is defined to include the AICC and supporting organizations, including the AICC, AICEC, DIS, ADEM, the APSBNWG, and the RLC. Regular, structured communications between these groups is critical to the success of SLIGP and to the E&O Effort. The communication methods between these groups will consist mainly of status briefings to update team members on the activities of the SWIC, the OEC, the APSBNWG, and the RLC. However, other important communications will include meetings and documentation to support analysis of the APSBN design alternatives, proposed changes to the designs, and briefings to the AICEC Steering Committee.

The diagram below illustrates the anticipated communications relationships and channels between the State components, FirstNet, state and local public safety interest entities, and federal level organizations.



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#### **4.3. Maintenance and Management of Communications Materials**

Documents generated during the Arkansas SLIGP will be updated as new information becomes available, and as more is learned about the processes required to meet the goals and objectives set forth therein. Electronic copies of all documents shall be maintained by DIS and shall be stored in a location controlled and managed by DIS such that the project documents are accessible to members of the internal team.

The Outreach Coordinator is designated as the Document Control Manager (DCM). Upon delivery and distribution of each document by the creator of each document, the DCM will be responsible for the maintenance and management of documents in accordance with applicable DIS document control guidelines.

## 5. Stakeholder Identification & Roles

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Outreach target audiences include members of leadership, technical and communications staff, Public Information Officers (PIOs), responders, and other stakeholders. The Outreach Coordinator will maintain a list of relevant stakeholders with contact information as they are identified during the APSBN outreach efforts. See Appendix B for a listing of many such key organizations in Arkansas and at the Federal level.

Key State level leaders include, but are not limited to:

- Arkansas Department of Emergency Management (ADEM)
- Arkansas Department of Information Systems (DIS)
- Arkansas Homeland Security Executive Committee (ARHSEC)
- Arkansas Interoperability Communications Executive Committee and sub-committees (AICEC)
- Arkansas Public Safety Broadband Network Working Group (APSBNWG)
- Rural Leadership Council (RLC)

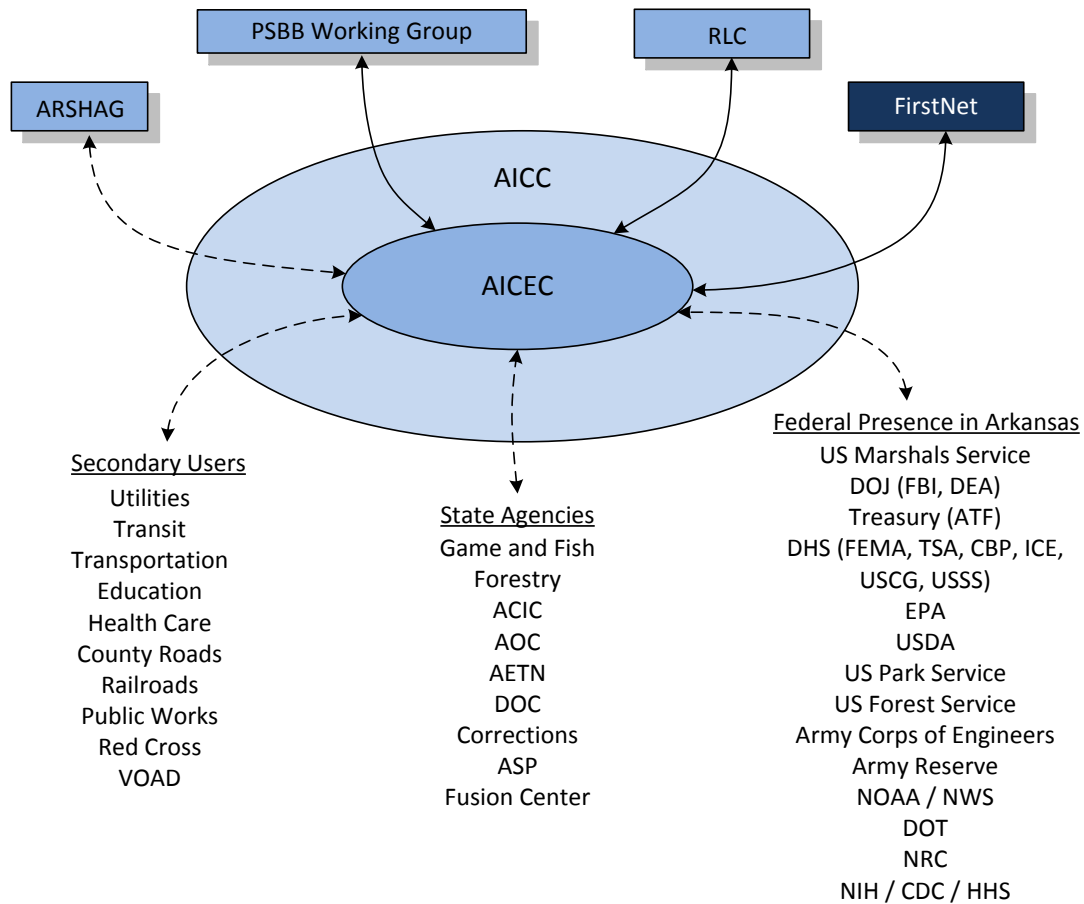
Local partners in these efforts should provide expertise and guidance to leadership bodies within each county, since they approve policy and operational standards and likely control funding.

To make informed decisions, leadership bodies must be knowledgeable of the technology, processes, and requirements applicable to agencies within their scope of influence. It is critical for members of leadership and public safety associations to: pass information to jurisdictional constituents, including Non-Governmental Organizations (NGOs) and utilities, which will aid in ABSPN implementation efforts; concentrate resources and develop standards to ensure adequate participation in and support of such efforts; and provide direction to technical and communications staff and responders.

Technical and communications staff members who control resources during incidents or events and are responsible for engineering and infrastructure should play a role in local and regional preparation and planning efforts, including outreach. Technical and communications staff members are encouraged to share successful methodologies with others. In partnership with responders, they should provide constructive information to policy makers.

Stakeholders at all levels should pursue educational opportunities regarding communications practices and technologies related to the APPSBN and the NPSBN and further improve their level of knowledge.

The following diagram shows the results of the initial stakeholder identification process.



## 6. Targeted APSBN Topics

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In addition to general outreach regarding the APSBN and the NPSBN, E&O efforts in 2014 will focus on these key APSBN topics:

1. Performance Expectations (Coverage, Capacity)
2. Hazard Evaluation (Tornados, Earthquake, etc.)
3. Event Preparation (Festivals, Football Games, etc.)
4. Applications and Functionality
5. Business Modeling (\$\$\$)
6. Eligible User Baseline (Primary, Secondary, Public Service, etc.)
7. Use Cases

Leadership will garner input and advice from AICEC, AICC, RLC, APSBNWG, DIS, ADEM, and stakeholders statewide, in other states & at the Federal level in researching and developing recommendations.

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## Appendix A:

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### Arkansas Public Safety Broadband Network Information Portfolio

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- NTIA offers guidance documents on its website at <http://www.ntia.doc.gov/category/firstnet>
- OEC offers guidance documents on its website at <http://www.safecomprogram.gov/oecguidancedocuments/Default.aspx>. Broadband-related documents include the Public Safety Communications Evolution Brochure and the Interoperability Planning for Wireless Broadband document.
  - The Interoperability Planning for Wireless Broadband document was created in coordination with the emergency response community, to assist Statewide Interoperability Coordinators with planning for wireless broadband use in emergency communications.
  - The Public Safety Communications Evolution Brochure was developed to help educate the public safety community and elected and appointed officials about the future of emergency communications. It describes the evolution of emergency communications and how traditional LMR communications used today may converge with wireless broadband in the future if specific requirements are met; and further discuss some of the most important requirements that must be met to achieve the desired long-term state of convergence.
- OEC published a summary of the NPSBN and related communications and spectrum provisions of Title VI of the Middle Class Tax Relief and Job Creation Act of 2012. The document is available on at [http://www.azpsic.gov/news/2012/NPSBN\\_Legislation\\_Summary\\_0212.pdf](http://www.azpsic.gov/news/2012/NPSBN_Legislation_Summary_0212.pdf).
- The National Public Safety Telecommunication Council (NPSTC) has published an online directory to a wide range of current information on the nationwide efforts to bring broadband to public safety at <http://www.npstc.org/broadbandDirectory.jsp>.

#### **Publically Available Source Documents**

NPSTC Mission Critical Voice Communications Requirements for Public Safety Whitepaper - Released August 30, 2011

NPSTC Public Safety Broadband High-Level Launch Requirements - Released December 7, 2012

NPSTC EMS Broadband Application List for FirstNet PSAC - November 3, 2013

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FCC FirstNet Requirements Report - May 22, 2012

APCO Broadband Business Modeling & Benchmarking Subcommittee Whitepaper v.10  
Final - July 2013

FirstNet Briefing to NGA – Kennedy and Takai - January 30, 2014

FirstNet Single Point of Contact (SPOC) Quarterly Briefing - January 2014

FirstNet Briefing to PSAC on Outreach and Consultation - January 10, 2013

FirstNet Briefing to AICC – Ed Parkinson - October 2013

### **Arkansas Centric Documents**

Assessment of Statewide LTE Network from AWIN Sites - OEC/ICTAP Document  
prepared for Arkansas - December 2012

Arkansas Statewide Communications Interoperability Plan (SCIP) Implementation  
Report - October 2012

Arkansas PSBN SLIGP Project Management Plan - January 7, 2014 – Initial Release



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## Appendix B:

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### Potential Outreach Target Audiences

#### STATE ORGANIZATIONS

Arkansas Agriculture Department  
Arkansas Alcoholic Beverage Control (ABC) (A Division of Arkansas Dept of Finance & Admin)  
Arkansas Aquaculture Division (AAD) (A Division of Arkansas Agriculture Dept)  
Arkansas Attorney General (AAG)  
Arkansas Department of Community Corrections (ADCC)  
Arkansas Department of Corrections (DOC)  
Arkansas Department of Emergency Management (ADEM)  
Arkansas Department of Environmental Quality (ADEQ)  
Arkansas Department of Health (ADH)  
Arkansas Department of Human Services (DHS)  
Arkansas Department of Information Systems (DIS)  
Arkansas Department of Parks and Tourism (ADPT)  
Arkansas Department of Workforce Services (ADWS)  
Arkansas Disability Determination for Social Security Administration  
Arkansas Emergency Medical Services Council  
Arkansas Forestry Commission (AFC) (A Division of AR Agriculture Dept)  
Arkansas Game and Fish Commission (AGFC)  
Arkansas Highway and Transportation Department (AHTD)  
Arkansas Insurance Department  
Arkansas Interoperability Communications Committee (AICC) and Working Groups  
Arkansas Interoperability Communications Executive Committee (AICEC)  
Arkansas Law Enforcement Training Academy (ALET)  
Arkansas Legislature  
Arkansas Livestock and Poultry Commission (ALPC) (A Division of Arkansas Agriculture Dept)  
Arkansas National Guard (ARNG)  
Arkansas Office of the Governor  
Arkansas Public Service Commission  
Arkansas Regional Emergency Communications Coordination Working Group (RECCWG)  
Arkansas State Bank Department (ASBD)  
Arkansas State Capitol Police Department  
Arkansas State Crime Lab  
Arkansas State Highway Police (AHP)  
Arkansas State Hospital  
Arkansas State Land Commissioner  
Arkansas State Land Surveyor (A Division of Arkansas Agriculture Dept)  
Arkansas State Military Department (ASMD)  
Arkansas State Plant Board (ASPB) - (A Division of Arkansas Agriculture Dept)

Arkansas State Police (ASP)  
Arkansas Supreme Court Police Department  
Arkansas Tobacco Control Board (ATC)  
Arkansas Waterways Commission

### **COUNTY & REGIONAL ORGANIZATIONS**

County Department of Emergency Management Directors  
County Public Safety Organizations  
County Quorum Courts  
County Road Departments  
County Fire Boards  
County Fire Chiefs  
County Sheriff Departments  
State Congressional Representatives

### **CITY & LOCAL ORGANIZATIONS**

Citizen Fire Academy Graduates  
Citizen Police Academy Associate Members  
City Council Members & Staff  
City Fire Chiefs  
City IT Directors  
City Police Chiefs  
Colleges and Universities  
Communications Center (9-1-1) Supervisors and Staff  
Emergency Medical Services (EMS) Supervisors, Officers, Dispatchers  
Local Fire Departments (Supervisors, Officers, Dispatchers)  
Hospital Administrators  
Local School Boards  
Local School District Officials  
Mayors  
Metro Area Public Safety Organizations  
Metro Area Transportation Departments  
Municipal Department Heads  
Non-Governmental Organizations (NGOs) with a Public Safety Mission  
Police/Law Enforcement (Supervisors, Officers, Dispatchers)  
Private Ambulance & MedFlight Companies  
Public Service Agencies  
Public Works Officials/Directors  
Utility Directors

### **ARKANSASS ASSOCIATIONS**

Arkansas Airport Operators Association  
Arkansas Ambulance Association  
Arkansas Association of Chiefs of Police

Arkansas Association of Fire Chiefs  
Arkansas Department of Rural Services  
Arkansas EMT Association  
Arkansas Hospital Association  
Arkansas Municipal League  
Arkansas Municipal Police Association  
Arkansas Oil and Gas Commission  
Arkansas Oklahoma Port Operators Association  
Arkansas Rural & Volunteer Firefighters Association  
Arkansas Safe Schools Association  
Arkansas Sheriffs' Association  
Arkansas State Firefighters Association  
Arkansas Tactical Officers Association  
Arkansas Telecommunications Association  
Arkansas Transit Association  
Arkansas Wildlife Officers Association  
Association of Arkansas Counties  
Association of Public Safety Communications Officials (APCO)  
County Judges Association of Arkansas  
State National Emergency Number Association (NENA)

### **FEDERAL ORGANIZATIONS**

Bureau of Land Management (BLM)  
Arkansas's Congressional Leaders  
Federal Bureau of Investigations (FBI)  
Federal Communications Commission (FCC)  
Federal Department of Homeland Security (DHS)  
Federal Emergency Management Agency (FEMA)  
National Oceanic and Atmospheric Administration (NOAA)  
National Park Service (NPS)  
National Telecommunications and Information Administration (NTIA)  
National Weather Service (NWS)  
Office of Emergency Communications (OEC)  
U.S. Air Force Little Rock AFB  
U.S. Air Force Auxiliary Civil Air Patrol  
U.S. Army Corps of Engineers  
U.S. Army Fort Chaffee  
U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)  
U.S. Coast Guard Auxiliary  
U.S. Drug Enforcement Administration (DEA)  
U.S. Federal Bureau of Investigations (FBI)  
U.S. Fish and Wildlife Service  
U.S. Forestry Service  
U.S. Internal Revenue Service (IRS)  
U.S. Marshals

U.S. Park Service (USPS)  
U.S. Secret Service (USSS)  
U.S. Social Security Administration  
U.S. Transportation Security Administration (TSA)